



CITY OF SEATTLE

Assistant Early Learning Operations Manager

SALARY: \$36.14 – 54.21 Hourly
LOCATION: Seattle Municipal Tower, 700 5th Ave., Seattle, Washington
JOB TYPE: Civil Service Exempt, Regular, Full-Time
SHIFT: Day
DEPARTMENT: Department of Education and Early Learning
BARGAINING UNIT: Not represented
CLOSING DATE: 07/26/16 04:00 PM Pacific Time

POSITION DESCRIPTION:

The City of Seattle wants every child to have the opportunity to succeed in their education. This journey starts with providing access to high-quality early education to our youngest learners. To achieve this goal, Seattle has created and funded several preschool programs, such as the Child Care Assistance Program (CCAP) and the Seattle Preschool Program (SPP). In order to guarantee the quality of these early learning programs, the Department of Education and Early Learning (DEEL) is looking for an Assistant Early Learning Operations Manager to work in partnership with the Early Learning Operations Manager to: 1) develop, recommend and implement systems and processes to continuously improve program operations and 2) assist with the management of outreach, intake, and enrollment work associated with the DEEL's Child Care Assistance Program (CCAP), Seattle Preschool Program (SPP), and other City-funded preschool programs.

As the Assistant Early Learning Operations Manager, you will report to the Early Learning Operations Manager and function as the secondary lead for the entire Operations unit. This unit consists of Early Education Specialists, Human Services Coordinators, and Program Intake Representatives. You will be responsible for directly supervising the Program Intake and Human Services team and ensuring that the processes associated with outreach, intake, and enrollment are efficient, comprehensive and equitable for all families. You will regularly analyze data collected through the new child and provider database to seek ways of improving practices, as well as, work closely with DEEL's Data team to monitor performance measures and the completeness and accuracy of the Early Learning Division's data. You'll collaborate with DEEL's Finance team to assist in the management of the Operations budget, as well as the revenue collection of preschool programs. You'll also represent the department in written and verbal communications with program recipients and providers, as well as build strong relationships with community partners. This position will require strong attention to detail, time management, creativity, and adaptability as this department changes and grows, and your guidance, goal setting, and recommendations will directly impact the productivity and efficiency of your work unit.

WHAT YOU NEED:

You will be successful in this position if you feel passionate about:

- Generating effective tools to maximize the success of your team
- Encouraging and supporting employee development
- Thinking outside the box to find and implement new ideas and policies
- Continuing to improve programs, teams, and individual contributors
- Ensuring positive outcomes for children through quality programs
- Setting clear goals and measuring progress towards achieving desired outcomes
- Collaborating with other divisions and units within DEEL

Your effectiveness in this role will depend on your ability to:

- Be detail-oriented
- Adapt quickly to changing priorities and deadlines
- Effectively manage multiple projects concurrently
- Analyze data to identify inefficiencies
- Consult best practices and applicable regulations to offer strategic recommendations for policy and process improvements
- Implement both short-term and long-term solutions
- Provide constructive feedback to your team members
- Anticipate future issues or concerns and implement strategies to mitigate potential risks or issues
- Resolve conflicts with professionalism, tact, and composure
- Build strong relationships with both internal and external groups and individuals

You will feel prepared to take on this role if you have experience in:

- Ongoing restructuring and changes in your organization
- Navigating ambiguity
- Reviewing and updating program policies and procedures
- Operationalizing program policies
- Developing and implementing procedures and protocols to support program operations
- Managing teams
- Providing high-quality customer service at all levels
- Assisting with staffing analysis and acquisition

QUALIFICATIONS:

In addition to the qualities mentioned above, you will need to possess the below required qualifications (or a combination of education, training or experience which provides an equivalent background required to perform the work of the class):

- A Bachelor's Degree
- Four years professional experience in managing programs and providing direct supervision
- A valid driver's license
- Ability to pass a criminal background and education check

DESIRED QUALIFICATIONS:

The most successful candidates will also possess the following:

- Master's Degree in Public Administration, Business Administration, Human Services, Organizational Development, Educational Leadership, or Early Childhood Education
- Experience with continuous quality improvement and change management processes
- Experience with managing human services, child care, early childhood, and/or education-focused programs

ADDITIONAL INFORMATION:

This position is classified as a Manager 1, Exempt.

APPLICATION PROCESS

Please submit your application, cover letter and resume at www.seattle.gov/jobs no later than **4:00 PM Pacific Time on Tuesday, July 26th 2016**. In your cover letter, please address how you meet the qualifications for this position and describe your most relevant work experience. This position is open to all candidates that meet the minimum qualifications. The Department of Education & Early Learning values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. The Department of Education & Early Learning encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ, people with disabilities, veterans, and those with diverse life experiences. If you have questions, please contact Lindsey King at Lindsey.King@seattle.gov.

APPLICATIONS MAY BE FILED ONLINE AT:
Job #2016- 01007

<http://www.seattle.gov/jobs>
ASSISTANT EARLY LEARNING OPERATIONS MANAGER
LK

If you are unable to apply on-line you may submit a paper application by the closing date to our office.

OUR OFFICE IS LOCATED AT:
Seattle Municipal Tower
700 5th Avenue, Suite 5400
Seattle, WA 98104
206-684-8088
Careers@seattle.gov



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